Introducing the BlackBerry Curve 9320 Smartphone

To go to the section in the document, click the text.

Hardware features

Identify the hardware features of the BlackBerry Curve 9320 smartphone.

Key features

Describe the key features of the BlackBerry Curve 9320 smartphone.

Potential users and value proposition

Describe the potential users and value proposition of the BlackBerry Curve 9320 smartphone.

BlackBerry smartphone comparison

Compare the BlackBerry Curve 9320 smartphone with the BlackBerry Curve 9380 smartphone and the BlackBerry Curve 9360 smartphone.

Troubleshooting

Identify potential call drivers for the BlackBerry Curve 9320 smartphone.

Resources

View additional resources for the BlackBerry Curve 9320 smartphone.

▸ Glossary

Hardware features of the BlackBerry Curve 9320 smartphone

Roll over the text to change the smartphone view.

- Front
- Back
- Right side
- Left side
- Top

To view the job aid, click here.

Key features of the BlackBerry Curve 9320 smartphone

To view details, click the text.

Highlights of the BlackBerry Curve 9320 smartphone include the following:

- ▶ Stylish and practical design
- ▶ BlackBerry ID
- ▶ FM Radio
- ▶ BlackBerry Browser
- ▶ Media server support

Key features of the BlackBerry Curve 9320 smartphone

To view details, click the text.

Highlights of the BlackBerry Curve 9320 smartphone include the following:

Stylish and practical design

▶ BlackBerry ID

▶ FM Radio

▶ BlackBerry Browser

▶ Media server support

Stylish and practical design

The BlackBerry Curve 9320 smartphone features 109-by-60-by-12.7 mm dimensions, a trackpad for precise selection, and a full keyboard that includes a dedicated key for every letter.

Key features of the BlackBerry Curve 9320 smartphone

To view details, click the text.

Highlights of the BlackBerry Curve 9320 smartphone include the following:

▶ Stylish and practical design

BlackBerry ID

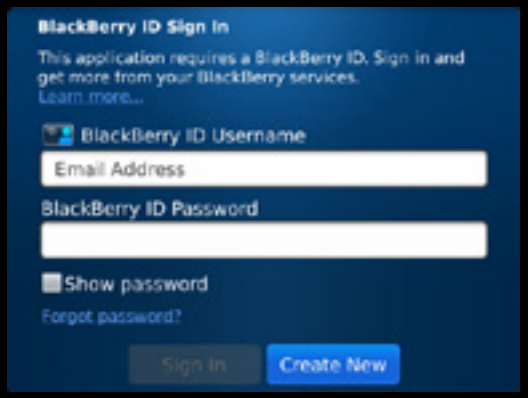
▶ FM Radio

▶ BlackBerry Browser

▶ Media server support

BlackBerry ID

With BlackBerry ID, you can use a single sign-in identity across BlackBerry products, sites, services, and apps, such as the BlackBerry App World storefront, on your smartphone. After you create a BlackBerry ID, you only need to use one email address and one password to log in to any products that use BlackBerry ID.



To view the job aid, click here.

Key features of the BlackBerry Curve 9320 smartphone

To view details, click the text.

Highlights of the BlackBerry Curve 9320 smartphone include the following:

▶ Stylish and practical design

▶ BlackBerry ID

FM Radio

▶ BlackBerry Browser

▶ Media server support

FM Radio

You can use the FM Radio to listen to radio stations on your BlackBerry smartphone.

To open the FM Radio, on the home screen, click the **Media** icon > **FM Radio**.

Note: You must have wired headphones plugged in to your smartphone to use the FM Radio.

To view the job aid, click here.

Key features of the BlackBerry Curve 9320 smartphone

To view details, click the text.

Highlights of the BlackBerry Curve 9320 smartphone include the following:

▶ Stylish and practical design

▶ BlackBerry ID

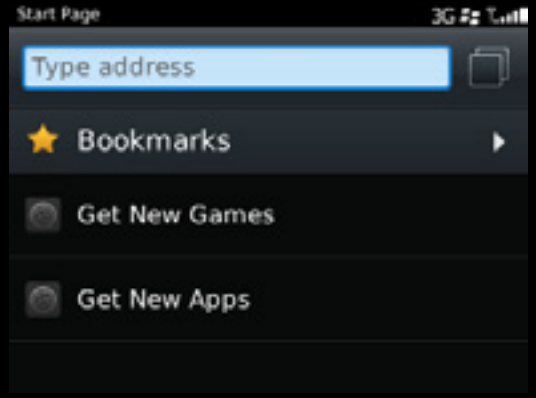
▶ FM Radio

BlackBerry Browser

▶ Media server support

BlackBerry Browser

The BlackBerry Browser is designed to make websites appear on the smartphone like they do on a computer screen.



Key features of the BlackBerry Curve 9320 smartphone

To view details, click the text.

Highlights of the BlackBerry Curve 9320 smartphone include the following:

▶ Stylish and practical design

▶ BlackBerry ID

▶ FM Radio

▶ BlackBerry Browser

Media server support

Media server support

Media server support allows you to wirelessly share media files on your smartphone with supported devices such as computers, TVs, or other home entertainment equipment.

You can synchronize files between your smartphone and computer using a USB cable, or you can use Bluetooth technology to send files to or receive files from a Bluetooth enabled device.

BlackBerry Curve 9320 smartphone users and value proposition

The BlackBerry Curve 9320 smartphone is designed for feature phone users who want to upgrade to an easy-to-use smartphone that features a stylish design with compelling features. These users want features such as social networking, BBM, internet access, and multimedia capabilities to help them stay connected with everything that matters.

BlackBerry smartphone comparison

Design | Wireless Connections

▶ Media | Software

	BLACKBERRY CURVE 9380 SMARTPHONE	BLACKBERRY CURVE 9320 SMARTPHONE	BLACKBERRY CURVE 9360 SMARTPHONE
Design			
Dimensions	109 x 60 x 11.2 mm	109 x 60 x 12.7 mm	109 x 60 x 11 mm
Display	High-resolution 480 x 360 pixel color display	320 x 240 pixel color display	High-resolution 480 x 360 pixel color display
Navigation	Touch screen and trackpad	Trackpad	Trackpad
Keyboard	• Full keyboard • Compact keyboard	Full keyboard	Full keyboard
Touch screen	✓	—	—
Wireless Connections			
3G	✓	✓	✓
Autonomous and assisted GPS	✓	✓	✓
Wi-Fi technology	✓	✓	✓
Bluetooth technology	✓	✓	✓
NFC technology	✓	—	✓

BlackBerry smartphone comparison

▶ Design | Wireless Connections
Media | Software

	BLACKBERRY CURVE 9380 SMARTPHONE	BLACKBERRY CURVE 9320 SMARTPHONE	BLACKBERRY CURVE 9360 SMARTPHONE
Media			
Built-in media storage	—	—	—
Application storage	512 MB	512 MB	512 MB
MicroSD card	Up to 32 GB (can be hot-swapped)	Up to 32 GB (can be hot-swapped)	Up to 32 GB (can be hot-swapped)
Digital compass	✓	—	—
Software			
BlackBerry Device Software version*	7	7.1	7
BlackBerry Desktop Software version*	6.1	6.1	6.1

*Depending on the wireless service provider, an updated version might be installed.

To view the job aid, click here.

For more information about BlackBerry smartphones, see the following job aids:

- BlackBerry Curve 9320 Smartphone Hardware Overview job aid
- BlackBerry Curve 9360 Smartphone Hardware Overview job aid
- BlackBerry Curve 9380 Smartphone Hardware Overview job aid

Troubleshooting the BlackBerry Curve 9320 smartphone

Click the following to see how to resolve common troubleshooting issues.

Switching smartphones

Email setup

BlackBerry ID

Troubleshooting the BlackBerry Curve 9320 smartphone

Click the following to see how to resolve common troubleshooting issues.

- ▶ Switching smartphones
- Email setup
- BlackBerry ID

The BlackBerry smartphone user does not know how to switch smartphones.

To switch smartphones, use the BlackBerry Desktop Software or switch from a smartphone running BlackBerry 7 or later to another smartphone running BlackBerry 7 or later with a media card.

To switch BlackBerry smartphones, a BlackBerry smartphone user must save the data to the media card and then restore it on the new BlackBerry smartphone.

To learn how to switch BlackBerry smartphones using a media card, click the ▶ icon.

To view the job aid, click here.

Troubleshooting the BlackBerry Curve 9320 smartphone

Click the following to see how to resolve common troubleshooting issues.

Switching smartphones

▶ Email setup

BlackBerry ID

The BlackBerry smartphone user does not know how to set up an email account.

To set up an email account, the BlackBerry smartphone user must complete the following actions:

- Set up a BlackBerry Internet Service account.
- Set up a BlackBerry email address or associate an existing email address.

To learn how to setup BlackBerry email addresses or and existing email adreess click the ▶ icon.

To view the job aid, click here.

Troubleshooting the BlackBerry Curve 9320 smartphone

Click the following to see how to resolve common troubleshooting issues.

Switching smartphones

Email setup

▶ BlackBerry ID

The BlackBerry smartphone user does not know how to set up a BlackBerry ID.

You will be asked to create a BlackBerry ID account during the setup process on your smartphone. You can use any email address you would like to for your BlackBerry ID. If you have a username and password that you use for email addresses on your smartphone, that username is different than your BlackBerry ID.

To set up a BlackBerry ID account, click the ▶ icon.

To view the job aid, click here.

Visit blackberryid.blackberry.com/bbid/login/ to update your BlackBerry ID information.

Resources

You can view the following resources that are available for the BlackBerry Curve 9320 smartphone.

Job Aids

User Guides

Websites

Job Aids

BLACKBERRY CURVE 9320 SMARTPHONE

Learn about the features and benefits of the BlackBerry Curve 9320 smartphone, including memory capacity, supported networks, screen size, and more.

- BlackBerry Curve 9320 smartphone Job Aid

USING BLACKBERRY ID

Learn about BlackBerry ID and how to use it.

- Using BlackBerry ID Job Aid

BLACKBERRY SMARTPHONE HARDWARE COMPARISON

This document shows a comparison of the hardware features of various BlackBerry smartphones.

- BlackBerry Smartphone Hardware Comparison Job Aid

USING UNIVERSAL SEARCH

Learn about universal search and how to use it.

- Using Universal Search Job Aid

SUPPORT RESOURCES FOR THE BLACKBERRY SOLUTION

Learn about the support resources that are available for troubleshooting issues with BlackBerry smartphones.

- BlackBerry Smartphone Hardware Comparison Job Aid

SUPPORTING BLACKBERRY 7

Learn about BlackBerry 7 and its new features

- Supporting BlackBerry 7 Job Aid

User Guides

SUPPORTED MEDIA TYPES ON BLACKBERRY SMARTPHONES

Learn about the media types supported on the BlackBerry smartphone.

- http://docs.blackberry.com/

USER GUIDES

View instructions on how to perform tasks, and learn more about the features of the BlackBerry smartphone.

- http://docs.blackberry.com/

Websites

BLACKBERRY TROUBLESHOOTING TOOLKIT

Identify and resolve the top BlackBerry smartphone customer troubleshooting requests.

- BlackBerry Troubleshooting Toolkit

BLACKBERRY TECHNICAL SOLUTION CENTER

Search for information and resolutions to BlackBerry smartphone issues.

- BlackBerry Technical Solution Center

BLACKBERRY 101

Watch how-to videos, reference product documentation, and learn tips and tricks.

- BlackBerry 101

OFFICIAL BLACKBERRY CHANNEL ON YOUTUBE

View videos and demos on BlackBerry smartphones.

- youtube.com/blackberry

Glossary

Acronym	Expanded form
GPS	Global Positioning System
NFC	Near Field Communication
SIM	Subscriber Identity Module

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Job Aids

Job Aid

BlackBerry

BlackBerry Curve 9320 Smartphone

Highlights of the BlackBerry Curve 9320 Smartphone

- Design includes 109-by-60-by-12.7 mm dimensions, a trackpad for precise selection, and a full keyboard that includes a dedicated key for every letter
- BlackBerry ID, which provides a single sign-in identity across BlackBerry products, sites, services, and apps
- FM Radio, which allows you to listen to radio stations on your smartphone
- Browser, which is designed to make websites appear on the smartphone like they do on a computer screen
- Media server support allows you to wirelessly share media files on your smartphone with supported devices such as computers, TVs, or other home entertainment equipment

Specifications

- Trackpad navigation
- 320 x 240 pixel display
- Processor speed: 1 GHz
- Memory: 512 MB application storage
- Camera: 3.2 megapixel with flash
- Video camera: 640 x 480 pixels
- GPS: Autonomous and assisted
- Bluetooth technology
- Wi-Fi technology: 802.11 b/g/n
- Quad-band: 850/900/1800/1900 MHz GSM/GPRS/EDGE networks
- Triple-band: 2100/1900/850/800 MHz or 2100/1700/900 MHz UMTS/HSPA networks
- FM radio support
- BlackBerry Desktop Software 6.1
- BlackBerry 7.1
- To view the battery life and supported media types for released BlackBerry smartphones, visit www.blackberry.com/smartphones

Job Aid

BlackBerry.

360 degree view

Left side

Back

Right side

Getting started

1) Remove battery cover

2) Insert SIM card

3) Insert media card

4) Insert battery

Glossary

EDGE	Enhanced Data Rates for Global Evolution	HSPA	High Speed Packet Access
GPRS	General Packet Radio Service	LED	Light emitting diode
GPS	Global Positioning System	SIM	Subscriber Identity Module
GSM	Global System for Mobile Communications	UMTS	Universal Mobile Telecommunications System

BlackBerry Curve 9360 Smartphone

Highlights of the BlackBerry Curve 9360 smartphone

- New design features, including a high-resolution screen, trackpad, and 109-by-60-by-11 mm dimensions
- Voice-enabled universal search, which you can use to search for items on your BlackBerry smartphone or the Internet
- NFC technology, which you can use to transfer data from your BlackBerry smartphone to another NFC-enabled BlackBerry smartphone, accessory, or electronic payment terminal

Specifications

- High-resolution 480 x 360 pixel color display
- Memory: 512 MB application storage
- microSD card: Up to 32 GB
- Trackpad navigation
- Full QWERTY keyboard
- Camera: 5.0 megapixel with flash
- Video-recording capabilities
- Autonomous GPS, assisted GPS, and simultaneous GPS
- Bluetooth® technology
- BlackBerry® Desktop Software 6.1 and BlackBerry® 7
- Wi-Fi® technology: 802.11 b/g/n
- Quad-band: 850/900/1800/1900 MHz/GSM®/ GPRS/EDGE
- To view the battery life and supported media types for released BlackBerry smartphones, visit www.blackberry.com

360-degree view

Left side

Top Angle

Back

Acronym list

EDGE	Enhanced Data Rates for Global Evolution	LED	light-emitting diode
GPS	Global Positioning System	NFC	Near Field Communication
GSM	Global System for Mobile Communications	GPRS	General Packet Radio Service

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BlackBerry Curve 9380 Smartphone

Highlights of the BlackBerry Curve 9380 smartphone

- High-resolution and responsive touch screen and a trackpad for precise selection
- Voice-enabled universal search feature that you can use to search for media files, apps, and more on your smartphone or the Internet
- BlackBerry ID, which provides a single sign-in identity across BlackBerry products, sites, services, and apps
- NFC technology, which you can use to transfer data between NFC-enabled hardware by tapping or waving a smartphone against another NFC-enabled smartphone, accessory, or electronic payment [1]
- Compass app, which uses your mobile network, Wi-Fi network, or GPS receiver to display location coordinates, and is designed to support augmented reality apps

Specifications

- Trackpad and touch screen navigation
- High-resolution 480 x 360 pixel color display
- Processor speed: 806 MHz
- Memory: 512 MB application storage and up to 32 GB microSD storage
- Camera with flash: 5.0 megapixel
- Video camera: 640 x 480 pixel
- Accelerometer, magnetometer, proximity sensor
- NFC technology
- GPS: Assisted and autonomous
- Bluetooth® technology
- Wi-Fi® technology: 802.11 b/g/n
- Quad-band: 850/900/1800/ 1900 MHz GSM®/GPRS/EDGE networks
- Triple-band: 2100/1900/850/800 MHz or 2100/1700/900 MHz UMTS®/HSPA networks
- BlackBerry® 7
- BlackBerry® Desktop Software 6.1
- To view the battery life and supported media types for released BlackBerry smartphones, visit www.blackberry.com/smartphones

[1] Depending on your BlackBerry Device Software version and wireless service provider, some features might not be supported.

360 degree view

Left side

Back

Right side

Getting started

1) Remove battery cover

2) Insert SIM card

3) Insert battery and media card

Acronym list

EDGE	Enhanced Data Rates for Global Evolution	LED	light-emitting diode
GPRS	General Packet Radio Service	NFC	Near Field Communication
GPS	Global Positioning System	SIM	Subscriber Identity Module
GSM	Global System for Mobile Communications	UMTS	Universal Mobile Telecommunications System

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BlackBerry Smartphone Hardware Comparison

Features	BlackBerry Curve 9320 smartphone	BlackBerry Curve 9380 smartphone	BlackBerry Curve 9360 smartphone	BlackBerry Curve 9300 smartphone	BlackBerry Curve 8520 smartphone
Design					
Compact QWERTY keyboard		✓			
Full QWERTY keyboard	✓	✓	✓	✓	✓
Trackpad	✓	✓	✓	✓	✓
Touchscreen		✓			
SurePress technology		✓			
Memory					
Built-in media storage					
Application storage	512 MB	512 MB	512 MB	256 MB	256 MB
Optional microSD card can be hot swapped	Up to 32 GB	Up to 32 GB	Up to 32 GB	Up to 32 GB	Up to 32 GB
Camera	3.2 megapixels	5 megapixels	5 megapixels	2 megapixels	2 megapixels
Bluetooth technology	✓	✓	✓	✓	✓
GPS	✓	✓	✓	✓	
Wi-Fi technology	✓	✓	✓	✓	✓
BlackBerry Device Software version	7.1	7.0	7.0	5.0	4.6.1

Depending on the version of the BlackBerry Device Software, the microSD card support might differ from what is listed in the table.

Glossary

GPS	Global Positioning System

[illegible]

Support Resources for the BlackBerry Solutions

This job aid lists support resources for the BlackBerry® solutions.

Resources	Features
BlackBerry smartphones www.blackberry.com/smartphones	Learn more about the features of specific BlackBerry smartphone models.
BlackBerry PlayBook tablet www.blackberry.com/playbook	Learn more about the features of the BlackBerry PlayBook tablet.
Software www.blackberry.com/services	Update your version of the BlackBerry® Desktop Software and BlackBerry® Device Software. Learn more about games, social networking applications, themes, and more.
BlackBerry 101 www.blackberry.com/blackberry101	Watch how-to videos, reference product documentation, and learn tips and tricks.
BlackBerry support www.blackberry.com/btsc	To troubleshoot issues, search for knowledge base articles in the BlackBerry Technical Solution Center.
BlackBerry Support Community Forums www.blackberry.com/supportforums	Use the BlackBerry Community Post to get the latest news from the support teams. Ask questions and receive answers and step-by-step instructions using BlackBerry® Answers.
BlackBerry smartphone simulators www.blackberry.com/developers/themes	Select a smartphone, wireless service provider, and version of the BlackBerry Device Software to view a 3-D simulation of the smartphone.

Official BlackBerry Channel on YouTube® www.youtube.com/blackberry	Browse through tutorials on specific smartphones, the tablet, applications, and solutions.
BlackBerry Solutions Catalog www.blackberrysolutionscatalog.com	Find applications and other solutions for BlackBerry products. Learn more about the BlackBerry Alliance Program.
my BlackBerry http://my.blackberry.com	Access discussions, product reviews, and tutorials for smartphones, the tablet, accessories, and applications.
BlackBerry Troubleshooting Toolkit www.blackberry.com/troubleshootingtoolkit	Access an online resource for real-time support to help identify and resolve top troubleshooting issues. **Note:** The BlackBerry Troubleshooting Toolkit is for internal use only and should not be shared with BlackBerry smartphone users.

Acronym list

3D	three-dimensional

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Job Aid

BlackBerry

Using BlackBerry ID

About BlackBerry ID

With BlackBerry® ID, you can use a single sign-in identity across BlackBerry products, sites, services, and apps. Your BlackBerry ID is not specific to one BlackBerry device, so you can sign in using your BlackBerry ID from a smartphone or tablet. After you create a BlackBerry ID, you only need to use one email address and password to log in to any products that use BlackBerry ID, including the following:

- BlackBerry App World™ storefront
- BlackBerry® Internet Service email accounts
- BlackBerry® Messenger
- BlackBerry® News
- BlackBerry® Podcasts
- BlackBerry® Protect

If you are running BlackBerry® 7 or later, you can sign in to BlackBerry ID using your existing BlackBerry ID or create a new BlackBerry ID during the setup process on your smartphone. You can use any email address for your BlackBerry ID. If you have a user name and password that you use for email addresses on your smartphone, that user name is different from your BlackBerry ID.

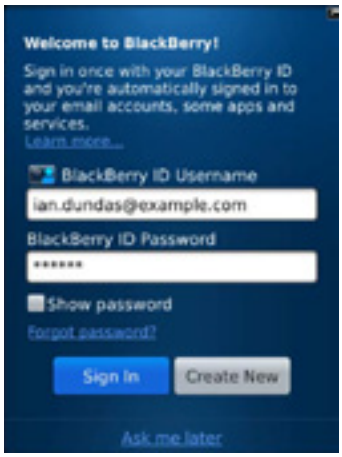
Note

It is not recommended to use a BlackBerry email address, such as user@<carrier>.blackberry.com, for your BlackBerry ID. Hosted email addresses filter password recovery emails as a security measure, so you will be unable to retrieve your login information.

Sign in with a BlackBerry ID

To sign in with an existing BlackBerry ID during the initial setup process, complete the following steps:

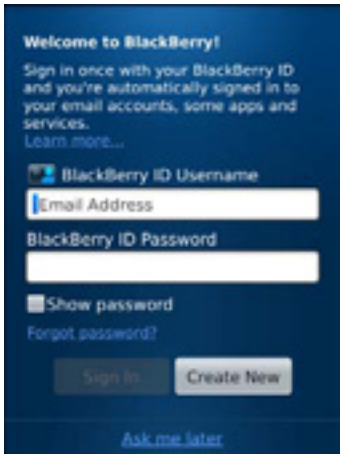
1. Enter your login information.
2. Click **Sign In**.



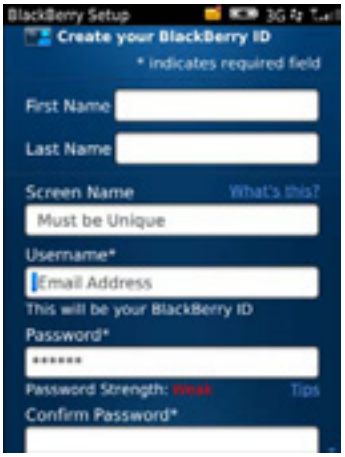
Create a BlackBerry ID

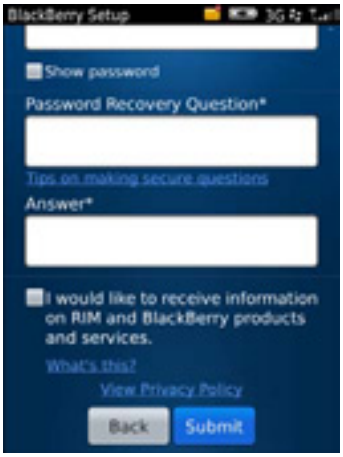
To create a BlackBerry ID during the initial setup process, complete the following steps:

1. Click **Create New**.



2. If you accept the license agreement, click **I Agree**.
3. Enter your login information.





4. Click **Submit**.

Job Aid

BlackBerry

Resources

The following resources are available to support the BlackBerry ID:

- Job aids
  - 711-02640-xxx Support Resources for the BlackBerry Solution
  - 711-03701-xxx Supporting BlackBerry 7
- User guides available at http://docs.blackberry.com
- BlackBerry Troubleshooting Toolkit available at www.blackberry.com/troubleshootingtoolkit
- BlackBerry Technical Solution Center available at www.blackberry.com/btsc
- BlackBerry 101 available at www.blackberry.com/blackberry101
- Official BlackBerry Channel on YouTube® available at www.youtube.com/blackberry

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Using the Universal Search Feature

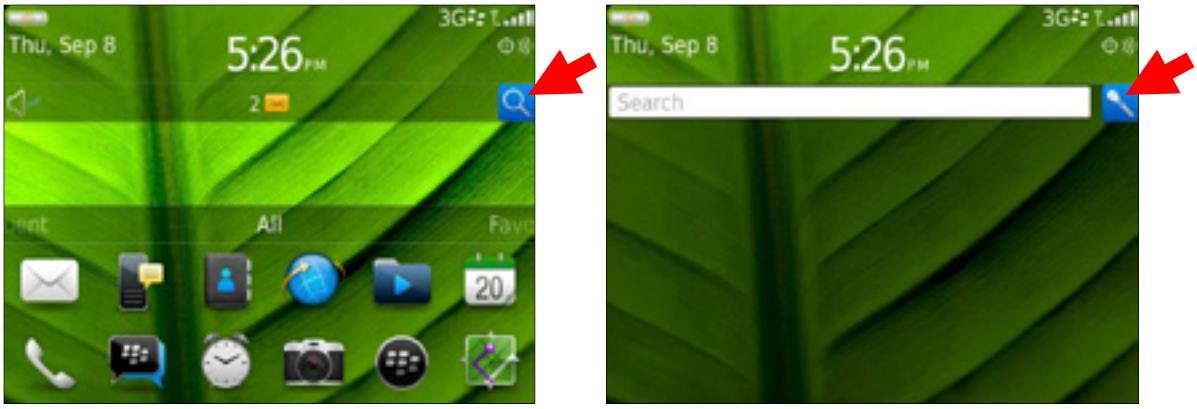
About the universal search feature

You can use the universal search feature to search the Internet or search for items on your BlackBerry® smartphone, including applications, contacts, media files, messages, and more. With BlackBerry® 7 and later, the universal search feature includes voice enabled search, so you can say your search terms or type them.

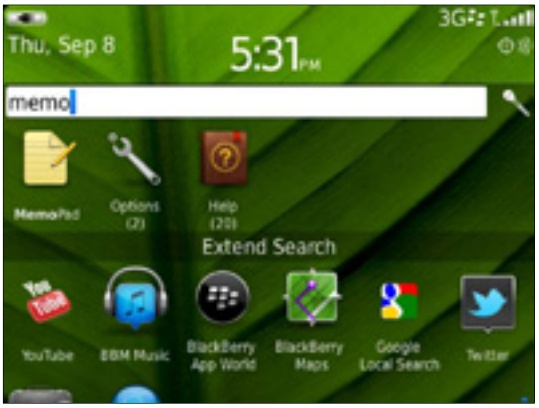
Using the universal search feature

You can access the universal search feature by doing one of the following:

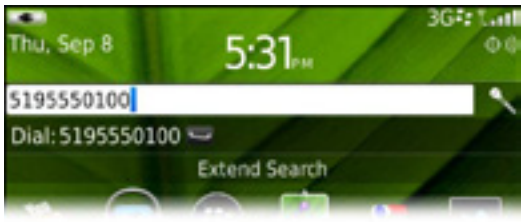
- Type on the home screen
- Click the **search** icon in the upper-right corner of the home screen
- Click the **microphone** icon and say a search term



Local search results, including contacts and files, are displayed directly below the search field, followed by expanded search results, including web-based applications. To expand your search to the Internet, click the application that you want to search.



When you enter numbers or phone numbers that contain letters in the search field, you have the option of dialing the number. To dial the number, press the **Send** key.



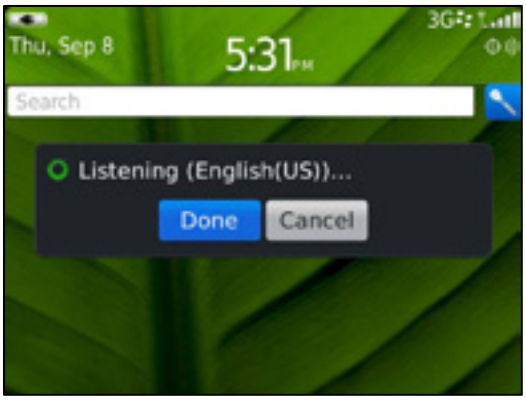
Voice enabled search

You must be connected to the wireless network to use the voice enabled search feature. When the voice enabled search feature is activated, you can talk into the smartphone and see a translation of what you said in the search field. This application uses speech-to-text translation software and is supported across a variety of languages, including the following:

- English
- French
- Spanish
- Italian
- German

To use the voice enabled search feature, complete the following steps:

1. Click the **search** icon.
2. Click the **microphone** icon.
3. If you accept the terms of the license agreement, click **Accept**.
4. Say your search terms.
5. Click **Done**.



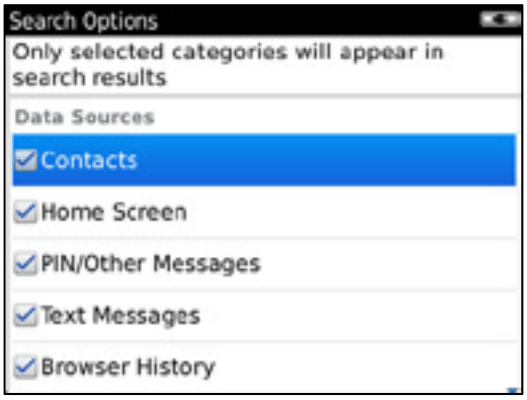
Note: A message might appear indicating that the search term was not clear and should be repeated.

Customizing the universal search feature

If you only want certain items included in searches, you can customize the universal search feature.

To specify the types of items included in searches, complete the following steps:

1. On the home screen, click the **Options** application.
2. Click **Device** > **Search**.
3. Specify the types of items that you want to include in searches.
4. Press the **Menu** key > **Save**.



Troubleshooting

To make sure that the universal search feature is enabled, complete the following steps:

1. On the home screen, press the **Menu** key > **Options**.
2. In the **Launch by Typing** field, click **Universal Search**.

Resources

The following resources are available to support the universal search feature:

- Job aids
  - 711-02640-xxx Support Resources for the BlackBerry Solution
  - 711-03701-xxx Supporting BlackBerry 7
- User guides available at http://docs.blackberry.com
- BlackBerry Troubleshooting Toolkit available at www.blackberry.com/troubleshootingtoolkit
- BlackBerry Technical Solution Center available at www.blackberry.com/btsc
- BlackBerry 101 available at www.blackberry.com/blackberry101
- Official BlackBerry Channel on YouTube® available at www.youtube.com/blackberry

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Supporting BlackBerry 7

About BlackBerry 7

Building on the features of BlackBerry® 6, BlackBerry® 7 includes the following:

- Updated graphics throughout the UI
- Increased browsing speed
- Additional social media support
- HTML 5 support
- OpenGL® support for gaming

BlackBerry 7 features

Feature	Description
BlackBerry® ID	Sign in to BlackBerry services and applications using one account.
Personalize	Personalize a BlackBerry smartphone to meet your needs, including customizing home screen panels.
Universal search feature	Search the smartphone or the Internet when you type on the Home screen or use a voice command.
Social Feeds app	Stay up-to-date on the latest news and information from your favorite blogs and websites in one location.
Documents To Go® app	Create, view, edit, and save files to a smartphone memory or a media card.
BlackBerry® Balance app	Keep personal and work information separate on your smartphone.
Compass app	Find your direction in relation to the Earth's magnetic poles.
NFC technology	Download information to a smartphone from smart posters, business cards, and more.

Resources

The following resources are available to support BlackBerry 7:

- Job aids
  - *711-02640-xxx Support Resources for the BlackBerry Solution*
  - *711-03710-xxx Comparing BlackBerry Device Software*
  - *711-03709-xxx Using BlackBerry ID*
  - *711-03706-xxx Using NFC Technology*
  - *711-03704-xxx Using the Compass Application*
  - *711-03708-xxx Using the Universal Search Feature*
  - *711-03701-xxx Supporting BlackBerry 7*
  - *711-07381-xxx Setting Up Email with BlackBerry 7*
  - *711-03715-xxx Switching BlackBerry Smartphones*
- User guides available at http://docs.blackberry.com
- BlackBerry Troubleshooting Toolkit available at www.blackberry.com/troubleshootingtoolkit
- BlackBerry Technical Solution Center available at www.blackberry.com/btsc
- BlackBerry 101 available at www.blackberry.com/blackberry101
- Official BlackBerry Channel on YouTube® available at www.youtube.com/blackberry

Acronym list

NFC	Near Field Communication

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Using FM Radio

About FM Radio

You can use the FM Radio to listen to radio stations on your BlackBerry® smartphone. Depending on your smartphone model, the FM Radio might not be available.

Visit www.blackberry.com/smartphones to see if your smartphone supports this feature.

Note

You must have wired headphones plugged into your smartphone to use the FM Radio.

Using FM Radio

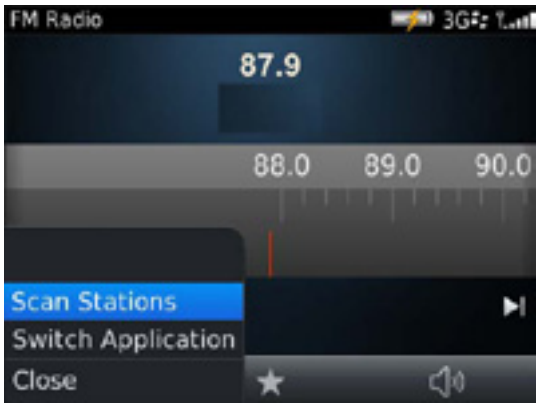
To open the FM Radio, on the home screen, click the **Media icon** > **FM Radio** .

Icon	Description
	Turn on or turn off the radio
	Add a favorite radio station
	Turn on the speakerphone **Note:** When clicked, this icon becomes .
	Turn off the speakerphone **Note:** When clicked, this icon becomes .

	Seek the previous or next radio station
	Move to a specific radio station

Turn on or turn off scan mode

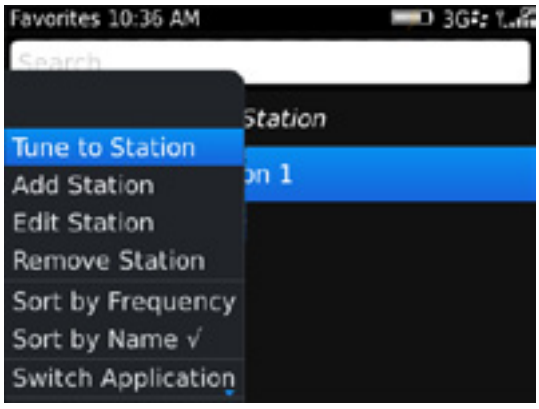
When you turn on scan mode, your smartphone will tune in to the first available radio station, pause on it, and then tune in to the next available radio station. The FM Radio will continue to scan until you turn off scan mode.



To turn off scan mode, click the trackpad or tap the screen.

Manage favorites

You can add, play, edit, delete, and sort favorite radio stations.



Troubleshooting

Consider the following when troubleshooting issues with the FM Radio:

- You must have wired headphones plugged into your smartphone to use the FM Radio.
- Depending on your smartphone model, this feature might not be supported.
- An FM radio signal might not be available in your area.

- An IT policy present on the smartphone might prevent the smartphone from using the FM Radio.
- Environmental objects, such as buildings, might obstruct the FM Radio signal.

Resources

The following resources are available to support the FM Radio:

- Job aids
  - 711-02640-xxx Support Resources for the BlackBerry Solution
  - 711-03701-xxx Supporting BlackBerry 7
- User guides available at http://docs.blackberry.com
- BlackBerry Troubleshooting Toolkit available at www.blackberry.com/troubleshootingtoolkit
- BlackBerry Technical Solution Center available at www.blackberry.com/btsc
- BlackBerry 101 available at www.blackberry.com/blackberry101
- Official BlackBerry Channel on YouTube® available at www.youtube.com/blackberry

Acronym list

FM	frequency modulation

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Switching BlackBerry Smartphones

You can use one of the following methods to switch from your current BlackBerry® smartphone to a new BlackBerry smartphone.

Using BlackBerry Desktop Software

Before you switch smartphones, visit www.blackberry.com/desktop to install the latest version of the Blackberry® Desktop Software.

To switch smartphones using BlackBerry Desktop Software, complete the following steps:

1. Connect your new smartphone to your computer using a USB cable.
2. Open the BlackBerry Desktop Software.
3. Click **Device** > **Switch devices**.
4. Complete the instructions on the screen.

You can use the BlackBerry Desktop Software to transfer information from your current smartphone to your new smartphone, including the following:

- Data
- Applications
- Email messages
- Media files

To transfer information from your current smartphone to a new smartphone, complete the following steps:

1. Connect your current smartphone to your computer using a USB cable.
2. Open the BlackBerry Desktop Software.
3. Click **Device** > **Switch Devices**.
4. Select **Device data** and **Third-party application**.
5. When prompted, connect your new smartphone.
6. Complete the instructions on the screen.

Using BlackBerry Web Desktop Manager

Before you switch smartphones, visit www.blackberry.com/webdesktopmanager to install the latest version of BlackBerry® Web Desktop Manager.

To switch smartphones using BlackBerry Web Desktop Manager, complete the following steps:

1. Connect your new smartphone to your computer using a USB cable.
2. Open BlackBerry Web Desktop Manager.

3. Click **Yes - Switch my BlackBerry services to this device**.
4. Click **Yes - Transfer the data**.
5. Complete the instructions on the screen.

Warning: Do not disconnect your smartphone from your computer until the activation process on your smartphone is complete.

Using a media card

You can use a media card to switch from a smartphone running BlackBerry® 7 or later to another smartphone running BlackBerry 7 or later.

Note
With BlackBerry 7.1 or later, BlackBerry® Enterprise Server information is transferred and activation is automatically initiated.

To save data on a media card, complete the following steps on your current smartphone:

1. On the home screen, click the **Setup** application.
2. On the **Setup** tab, click **Device Switch**.
3. Click **Using a Media Card** > **Save Data**.
4. To save email messages, on the **Save Data** tab, select **Save emails**.
5. Click **Continue**.
6. Create a password for your saved data and click **Save**.
7. Click **Return to Setup**.

To transfer data from a media card, complete the following steps on your new smartphone:

1. On the home screen, click the **Setup** application.
2. On the **Setup** tab, click **Transfer Data**.
3. Click **Continue**.
4. Click **Continue**.
5. Enter the password for the saved data and click **Enter**.
6. Click **View Transfer Details**, **Delete Saved Data**, or **Return to Setup**.

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Setting Up Email with BlackBerry 7

To send and receive email messages on the BlackBerry® smartphone, you must complete the following steps:

1. Set up a BlackBerry® Internet Service account.
2. Set up a BlackBerry email address or associate an existing email address.

Set up a BlackBerry Internet Service account

You must set up and sign into a BlackBerry® ID account before setting up a BlackBerry Internet Service account. To set up a BlackBerry Internet Service account using the smartphone, you must complete the following steps:

1. On the Home screen, click the **Setup** application.
2. On the **Setup** tab, click **Email Accounts**.
3. Click **Ok**.

The first time that you perform a BlackBerry Internet Service setup on your smartphone, you will be prompted to read the legal terms and conditions, and if you agree, select **Yes** and click **I Accept**.

Note

With BlackBerry® 7, you cannot create a user name and password to access the BlackBerry Internet Service website.

Add an existing email address to the BlackBerry Internet Service

To add an existing email address to the BlackBerry Internet Service using the smartphone, you must complete the following steps:

1. On the Home screen, click the **Setup** application.
2. On the **Setup** tab, click **Email Accounts**. If necessary, type your user name and password.
3. Press the **Menu** key. If necessary, click **Internet Mail Account**.

   Note: If you have set up a work email account with a BlackBerry® Enterprise Server, this step is not required.
4. Click **Add Email Account**.
5. Click your email account type.
6. Type your email address information.
7. Click **Continue**.

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